

**MIDTOWN ALEXANDRIA STATION CONDOMINIUM ASSOCIATION**

**POLICY RESOLUTION NO. 08- 11**

(Procedures Related to the Submission and Resolution of Violation Complaints)

**WHEREAS**, Article III, Section 3.1(9) of Bylaws of the Midtown Alexandria Station Condominium Association ("Association"), charges the Board of Directors ("Board") with the duty of enforcing the provisions of the Condominium instruments; and

**WHEREAS**, Article III, Section 3.1 of the Bylaws provides the Board of Directors with the power to make and amend any rules and regulations; and

**WHEREAS**, the Association often receives complaints, both written and oral, from the Association's membership and residents regarding alleged violations of the Condominium Instruments; and

**WHEREAS**, for the benefit and protection of all Unit Owners, the Board deems it desirable to formally adopt a policy resolution requiring all complaints to be submitted to the Association's management in writing and establishing reasonable procedures governing the resolution of these written complaints so as to comply with the requirements of the Condominium instruments and Virginia law.

**NOW THEREFORE, BE IT RESOLVED THAT** the Board duly adopts the following due process procedures:

1. The Association is only required to act on written complaints submitted to the Association's management, or management or Board-witnessed violations, in accordance with the procedures set forth in this Resolution. The Board, in its sole discretion, may choose to act on all other complaints on a case-by-case basis.
2. In order to properly submit a formal complaint upon which the Association will act, all residents and unit owners must submit a written complaint on the form attached hereto as Exhibit A, to the Association's management office and to the attention of the Association's Board of Directors.
3. All written complaints shall be sent either via United States Postal Service mail, hand-delivery, or facsimile using the following information, unless otherwise advised and requested by the Association's Board:

Midtown Alexandria Station Condominium Association  
c/o Management Office  
2451 Midtown Ave  
Alexandria, VA 22303  
Facsimile: (703) 329-4082

4. All complaints shall include the following information or shall be deemed invalid, at the Board's sole discretion:
  - 1) The name and unit address of the complainant;
  - 2) The nature of the alleged violation;
  - 3) The time, date and place of the alleged violation;
  - 4) The name and unit address of the suspected violator, if known;
  - 5) Any other information the complainant deems relevant for the Board's review;
  - 6) A statement explaining why any of the above-referenced information was not included in the written complaint, if necessary;
  - 7) The signature of the complainant.
5. The Association's management shall maintain a record of the complaint for no less than one year, from the date that the Association takes action on said complaint.
6. Upon receipt of a valid written complaint, the Association, through its Board, applicable Committee or management, shall take such appropriate action to investigate and resolve the complaint, in accordance with those due process procedures set forth in the Condominium's instruments, including Board-adopted rules and regulations, and the Virginia Condominium Act.
7. The Association's Board or management may contact a complainant via telephone or written communication, to resolve any ambiguities or request additional information related to the written complaint.
8. The complainant may contact the Association in writing, via the same methods of communication required for submission of a written complaint in paragraph 3, to follow-up on the status of a complaint. All complainants should refrain from contacting the Association via telephone to submit or follow-up on a complaint.
9. The Association shall advise all complainants via the Association's authorized complaint form, of their right to provide notice of any adverse decisions rendered by the Association, to the applicable Office of the Common Interest Community Ombudsman. The name, address and telephone number of the office to which notice should be directed, shall be included on the authorized complaint form.
10. The Association holds Owners legally responsible for ensuring that the residents of their household, and their tenants, guests or invitees comply with the Association's Governing Documents.

The effective date of this Resolution shall be April 11, 2008.

MIDTOWN ALEXANDRIA STATION  
CONDOMINIUM ASSOCIATION

By:   
President